

# Employment and Community First CHOICES TPAES Online Training



Division of  
**TennCare**

LTSS

# Process Overview

1. Online Self Referral completed and submitted to TennCare
2. TennCare performs **Screening** and makes a determination
3. MCO/DIDD receives referral from TennCare
4. MCO/DIDD performs **Intake visit**
5. MCO/DIDD documents intake outcome in TPAES
6. TennCare reviews intake outcome and makes a determination
7. MCO/ DIDD receives referral from TennCare
8. MCO/DIDD performs **Enrollment visit**
9. Final decision is documented by TennCare



# Referral

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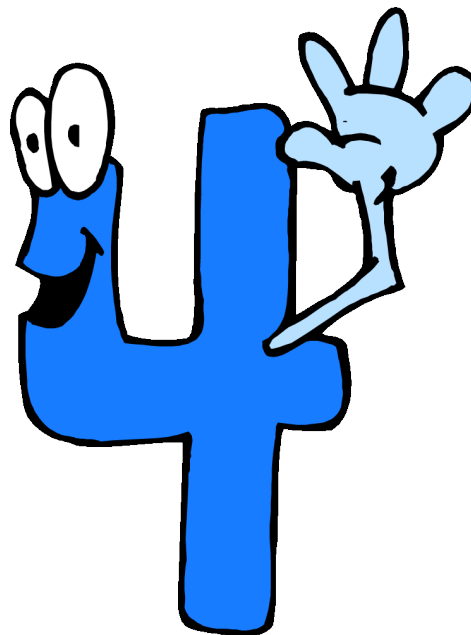
# A referral consist of four steps

Referral Form  
Submitted

LTSS  
Screening

MCO Intake

Enrollment



# Referral

- Interested individuals should complete and submit the online referral form
- If assistance is needed or preferred, the MCO or DIDD should complete and submit the referral form on behalf of the interested individual
- When the MCO or DIDD assists with completion of the form, they should also provide basic education about ECF CHOICES
- TennCare receives submitted referral form and performs screening
- TennCare will send a notice to the potential applicant that the Online Self Referral was received.

# TennCare Screening

- The completed referral form is used by TennCare to determine:
  - If the potential applicant is likely to qualify for the program
  - If the potential applicant can be prioritized for intake
  - If the potential applicant meets aged caregiver criteria
  - If the potential applicant meets emergent/reserve capacity criteria
- The results of the screening are captured in the TennCare referral tracking system (TPAES)

# Referral to MCO or DIDD

- Referrals are sent to the MCO and DIDD via TPAES.
- The referral will be available in a TPAES queue assigned to the MCO or DIDD and accessible on the user's TPAES homepage.
- Referrals are sent to the MCO/DIDD intake queue as either a 5 business day referral (currently extended to 10 business days) or a 30 day referral.
- The referral sent to the MCO and DIDD will include the following:
  - completed, submitted referral form
  - Submission date
  - TennCare screening date
  - TennCare screening outcome (Referral to MCO/DIDD)
  - Date TennCare sends referral to MCO or DIDD via TPAES
  - Reason for referral
  - Indication whether a slot is being held for the potential applicant

# TPAES Referral

- Home Page

The screenshot displays the TPAES Referral Home Page. At the top, there is a navigation bar with tabs: Enrollment, PAE, ECF (selected), OCCP, Tech Support, Image Docs, MMD, DSNP, Load Testing, and More... Below the navigation bar is a search bar labeled 'ID Search...' and a 'Quick Links' section. The main content area features a 'Back to Results' link and a section titled 'ECF AmeriGroup Referral' with a timestamp of '06/29/2016 12:37:48 PM'. Below this, it states 'Now showing ECF 1 - 1 of 1' and 'Sorted by: Project (Hierarchy)'. A table titled 'ECF Project' contains one row with the following data:

	Item Id	Last Name	Referral Submission Date	Screening Date	MCO Referral Sent Date	Screening Reason/Category
<input type="checkbox"/>	30257	Mine	06/29/2016 10:30:11 AM	06/29/2016	06/29/2016	Aged caregiver screening criteria met,hold Grp 5 reserved slot

At the bottom of the table, there are links for 'Check All', 'Uncheck All', and 'Requery'.





# Intake

# Intake Purpose

- Intake functions accomplish the following:
  - Gathers basic information that will help to confirm information provided in the referral and screening process
  - Gathers supporting documentation to show a person has intellectual and/or development disabilities and is in the target population.
  - Allows a person to be prioritized for enrollment based on established prioritization and enrollment criteria



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# Intake Outcome

# Intake


- TennCare has developed the Intake Outcome Form to assist in accurately gathering necessary information.

**Let's take a Look**





# Intake Outcome Form



Applicant Name: \_\_\_\_\_


**Employment and Community First CHOICES Intake Outcome Form**

This form is to assist the ECF Qualified Assessor with completing the ECF intake process. It is to be completed and uploaded into TPAES at the completion of the intake visit along with the screening outcomes and documentation as outlined below.

Priority Groups-(“You” is the person who has an ID or DD and wants services.)		
1 You have a job. You need help to keep your job.	3 You don't have a job, but you want to work. You need help to get a job. You may also need help to keep your new job.	5 You're 14-22 years old. You're still in school. You live at home with your family. You're planning to work when you get out of school. But, you need help getting ready for work. You can't get the kind of help you need from your school or Vocational Rehabilitation.
2 You're a young adult (at least 18 years old) and about to finish school. This could be high school. Or, it could be college or other training after high school. You have a job offer. But, you can only get the job if you have help on the job.	4 You lost your job not long ago, and you want to get a new one. You need help to get a new job. You may also need help to keep your new job.	7 You're at least 14 years old but not old enough to retire. You're open to exploring the option of working—even part-time or working for yourself, with help from the program. You agree to receive a service called “Exploration.” It will help you decide if you want to work and the kinds of jobs you might like and be really good at by visiting job sites that match your skills and interests. It also helps you (and your family) understand the benefits of working and helps answer your questions about work.
4 You're 18-22 years old and about to finish school. You don't have a job offer, but you want to work. You need help to get a job. You may also need help to keep your new job.	6 You're at least 62 years old. You aren't interested in working anymore. You need help to live in and be part of the community. <b>OR</b> You're at least 55 years old. Your health problems make it hard for you to work. You need help to live in and be part of the community.	

**Reserve Capacity Groups: Requires Interagency Committee Review (w/ exception of Aging caregiver)**

Aging Caregiver	You have an <i>intellectual disability</i> and your parent or other unpaid caregiver is age 75 or older.
Emergent Circumstances	The person who used to care for you has died. <b>OR</b> , they can no longer care for you because they have a physical or mental health problem or disability. <b>OR</b> , you are being abused, neglected or exploited where you live now. <b>AND</b> , you don't have any other place to go. <b>OR</b> , you need help to move out of a nursing home into a new home in the community. This includes nursing homes for people with intellectual disabilities. (This is called an intermediate care facility for individuals with intellectual disabilities or ICF/IID). <b>OR</b> , you or others are at risk of serious harm or danger. Other things have been tried but didn't help. <b>AND</b> , you need these services to help keep you and others safe in the community. (It doesn't matter how old you are.)
Sustain Family Living Arrangement	You live at home with your family. You need a lot of help with medical or behavioral problems. Your family needs help caring for you so you can keep living at home. (It doesn't matter how old you are.)



Applicant Name: \_\_\_\_\_

Planned Transition	You're at least 21 years old. You live at home with your family. The person who supports you is in poor health, and it's getting worse. They can't keep caring for you much longer. You need help to move to a new place soon to get the support you need.	
Multiple Complex Health Conditions	You're an adult. You have two or more big health problems that make it hard for you to work. You need help right away to keep living where you do now.	

**Screening Outcomes (if no PG/RC/TP or visit did not occur)**

Outcome	TPAES Response	Documentation Required
Unable to reach (UTR)	UTR	See CRA/Interagency Agreement
Applicant refused face to face visit.	Screen ended per applicant request: RL/No RL	If No RL: signed “No Referral List Document” uploaded to referral
Out of state	Out of state	Place a note on the referral
Does not meet criteria for PG, or Reserve Capacity	Doesn't meet Aged caregiver Resv capacity or priority criteria	Intake outcome form
Does not want to apply for Employment and Community First CHOICES	Screen ended per applicant request; RL/No RL	Intake outcome form; If no RL, upload signed NO RL form to Referral
Does not appear to meet Target Population	Target Population Criteria Not met	LSA, TP documents, Intake outcome form

**Screening Outcomes (if PG/RC/TP met)**

Appears to meet Criteria for a Priority Group 1-8	Priority group criteria met; choose exact group from additional drop down option	Intake outcome form, LSA, TP docs
Appears to meet the criteria for other Reserve Capacity Group	Referred for Committee Review	The Corresponding Committee Review Form for the RC Group, Intake outcome form, TP docs, LSA
Appears to meet the criteria for Aging Caregiver	Aging Caregiver Criteria Met	Proof of the age of caretaker, Intake Outcome form, TP Docs, LSA

ECF Qualified Assessor Printed Name \_\_\_\_\_

Date of Visit \_\_\_\_\_


Signature of ECF Qualified Assessor \_\_\_\_\_

Assessor Code \_\_\_\_\_

The Intake Outcome Form must be uploaded with the corresponding intake outcome on EVERY Referral

# Leave Behind Sheet

- At the conclusion of the intake visit utilize the Leave Behind Sheet

 **TennCare**  
Division of Health Care  
Finance & Administration

### Employment and Community First CHOICES Intake Visit "Leave Behind"

Potential Applicant Name (First, Middle Initial, Last):	Date of Visit:
Staff Person :	Staff Person's Telephone Number:

You said you're interested in TennCare's new program, Employment and Community First CHOICES. This program is for people who have an intellectual disability (ID) or a developmental disability (DD). Someone came to see you about this. Here is what they found.

☐ You're in one of the groups that may qualify to enroll and get services (called a "priority category" or "reserve capacity")—BUT ONLY IF there is a program slot for you to enroll in

**What should you expect next?**

We will send your information to TennCare. TennCare will review it. First, they will decide if you have an intellectual or developmental disability.

- What if TennCare decides you don't have an intellectual or developmental disability? They will send you a letter. It will say what to do if you think they made a mistake. Be sure you open your letters from TennCare. AND tell us if your address changes. Call us at \_\_\_\_\_.
- What if TennCare decides you do have an intellectual or developmental disability?

Then, TennCare will see if there is a program slot for you to enroll in now.

- What if there isn't a program slot for you to enroll in now? We will keep you on the referral list for Employment and Community First CHOICES. As soon as there's a program slot for you, we will come back out to complete your enrollment visit.
- What if there is a program slot for you to enroll in now? We will come back out to complete your enrollment visit very soon. After that visit, TennCare will review the information and send you a letter. The letter will tell you if you meet the rules for Employment and Community First CHOICES. But to sign up, you must also qualify to get TennCare.

Applicant Name: \_\_\_\_\_

- What if you meet the rules for Employment and Community First CHOICES and already have TennCare? You can sign up to start getting services.
- What if you meet the rules for Employment and Community First CHOICES, but you don't already have TennCare? They will check on your TennCare application. To enroll in the program, you must qualify for TennCare too.
- What if TennCare decides you don't meet the rules for Employment and Community First CHOICES? The letter from TennCare will tell you why. And, the letter will tell you what to do if you think TennCare made a mistake. Be sure you open your letters from TennCare.

**Where can you find out more about Employment and Community First CHOICES?**

TennCare will send you more information soon if you qualify. To read more now, visit <http://tn.gov/tenncare/topic/employment-and-community-first-choices>. But again, TennCare will contact you soon.

**What do I do if I don't hear from anyone in the next 4 weeks?**

Call the staff person who visited you. Just call the number below.  
\_\_\_\_\_

☐ You aren't in any of the groups that may qualify to enroll and get services now (called a "priority category" or "reserve capacity").

This means you can't sign up now. We'll keep your name on the referral list. More groups may open up later. You'll receive a letter at least once a year. We may also send a letter if we open new groups. Be sure you open your letters from TennCare. AND tell us if your address changes. Call us at \_\_\_\_\_.

What if things change and you think you may qualify in one of those groups? Call us back at \_\_\_\_\_.

☐ You said you do not want to apply for Employment and Community First CHOICES right now.

If you change your mind, you can fill out a new online referral form. Visit <https://tcreq.tn.gov/tmtrack/ecf/index.htm>. Or call us back at \_\_\_\_\_.

# Interagency Committee Review

- To refer a person for review by the interagency committee, complete the appropriate form and attach it with supporting documentation to the referral in TPAES with the outcome of the referral selected “referred for committee review”
- TennCare will distribute the form and supporting documentation to the interagency committee
- When an interagency committee decision is received, TennCare will document the decision and attach the interagency review decision form to the referral in TPAES
- The MCO and DIDD will review the interagency committee decision available in TPAES

# Intake Outcome

- Documenting MCO/DIDD intake outcome decisions in TPAES
- Fields and drop down options:
  - **Intake Visit Date**
  - **MCO/DIDD Intake outcome:**
    - Aged caregiver criteria met (person has an ID diagnosis and the primary caregiver is age 75 or older)
    - Whether priority group criteria is met (person is in TP and is in a priority group)
    - If so, which priority group:
      - Group 1 employed
      - Group 2 age 18-22 commitment of work
      - Group 3 recently unemployed
      - Group 4 age 18-22 transitioning from school
      - Group 5 unemployed with desire to work
      - Group 6 transitioning age planning for employment



# Intake Outcome (cont.)

- Group 7 explore potential employment options
- Group 8 support for community participation/integrated living
- **\*Target Population Intake Criteria Not Met** (diagnosis of ID or DD could not be substantiated. If it cannot be confirmed person is in target population, nothing additional is reviewed. This includes financial and medical eligibility. Even when it seems person may also not meet other criteria, TP not met is always documented first)
- **\*Financial Eligibility Intake Criteria Not Met** (used only by DIDD when person is in the TP and appears to have resources in excess of limit or income in excess of limit and does not wish to open a QIT )
- **\*Does Not Meet Aged Caregiver, Reserve Capacity or Priority Criteria** (person is in target population and appears to meet financial eligibility criteria but does not meet aged caregiver, emergency, complex medical or other reserve capacity criteria and is not in one of the 6 priority groups)

# Intake Outcome (cont.)

- **\*Intake Ended Per Individual's Request** (Person has decided to end the screening/intake process. Attach Discontinue Intake Form with signature indicating person does not wish to continue with intake process. If person does not wish to be placed on the referral List, also attach a form indicating such with person's signature)
- **Referred for Committee Review** (Person appears to meet emergent or complex medical criteria. Attach related form and all supporting documentation)
- **\*Unable to Reach**
- **\*Out of State**

Note:

- ✓ If an **MCO/DIDD Intake Outcome** with an asterisk is selected an additional **Intake Outcome Category** is required with the following options:
  - Do not place on RL (attachment)
  - Requested to be placed on RL
- ✓ If person does not want to be placed on waiting list, a signed form from person must be attached in TPAES

# TPAES Intake Outcome

When the TPAES record is opened click the document intake button to begin recording the outcome. This will open the fields for data entry in TPAES.

The screenshot displays the TPAES system interface. At the top, there is a navigation bar with tabs: Enrollment, PAE, ECF, OCCP, Tech Support, Image Docs, MMD, DSNP, Load Testing, and More... The ECF tab is selected. Below the navigation bar is a search bar labeled 'ID Search...' and a 'Quick Links' section. The main content area shows a 'Back to Results' link and a header for 'ECF AmeriGroup Referral'. Below this, it indicates 'Now showing ECF 1 - 1 of 1' and 'Sorted by: Project (Hierarchy)'. A table titled 'ECF Project' contains one record with the following details:

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<input type="checkbox"/>	30257	Mine	06/29/2016 10:30:11 AM	06/29/2016	06/29/2016	Aged caregiver screening criteria met, hold Grp 5 reserved slot

At the bottom of the table, there are links: 'Check All', 'Uncheck All', and 'Requery'.

ECF Project ECF - 30257:

Document Intake

# TPAES Intake Outcome

Document Intake ECF Project ECF - 30257:

OK Cancel

Actions: ▼

Standard

\* Intake Visit Date: 06/29/2016  
mm/dd/yyyy

Intake Outcome Category: (None) ▼

MCO Intake Outcome:

Priority Group:

- (None)
- Aged caregiver criteria met
- Priority group criteria met
- Target Population criteria not met
- Financial Eligibility criteria not met
- Doesn't meet Aged Caregiver Resv Capacity or priority criteria
- Screening ended per applicant request
- Referred for Committe Review

Priority Group:

- (None)
- Group 1 employed
- Group 2 age 18-22 commitment of work
- Group 3 recently unemployed
- Group 4 age 18-22 transitioning from school
- Group 5 unemployed with desire to work

Document Intake ECF Project ECF - 30257:

OK Cancel

Standard

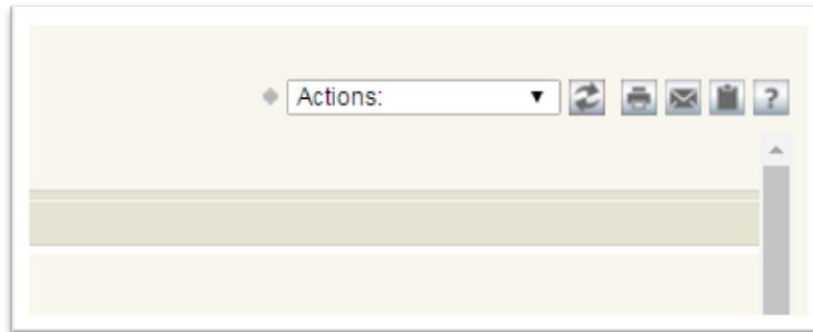
\* Intake Visit Date: 06/29/2016  
mm/dd/yyyy

Intake Outcome Category: (None)  
Do not place on RL (attachment)  
Requested to be placed on RL

MCO Intake Outcome: Target Population criteria not met

# Attaching documents in TPAES

- Go to Actions on the toolbar
- Choose add file Attachment



# Attaching documents in TPAES

TPAE Image Docs Tech S

TCREQ - Google Chrome

<https://tcreq.tn.gov/tmtrack/tmtrack.dll?StdPage&Template=cbj>

Add File Attachment - 666490

Name:

Path:  No file chosen

☐ Show File as Image

☐ Unrestricted (visible by anyone who can view the item)

☐ On success, automatically close this window

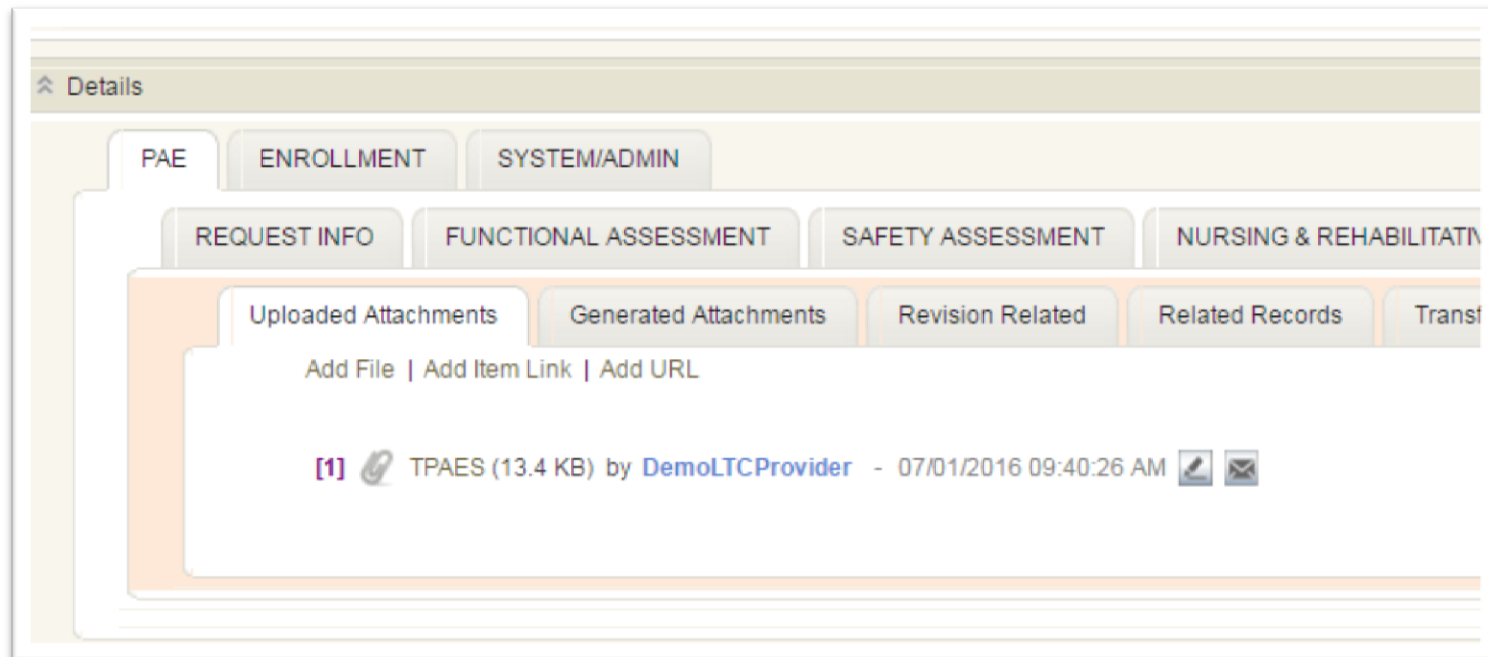
Waiting for tcreq.tn.gov...

666490: Choices Man 123-45-6789 [07/01/2010]

First  
Harry

# Attaching documents in TPAES

- Click upload and attach file
- Select file and add
- Confirm attachment was uploaded



# Finalizing the Intake

Document Intake ECF Project ECF - 30257:

OK Cancel Actions: ▼

Standard

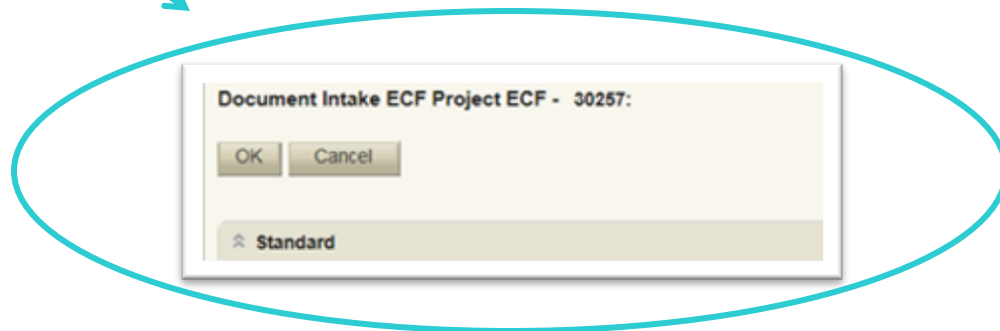
\* Intake Visit Date: 06/29/2016  
mm/dd/yyyy

Intake Outcome Category: (None) ▼

MCO Intake Outcome:

Priority Group:

- (None)
- Aged caregiver criteria met
- Priority group criteria met
- Target Population criteria not met
- Financial Eligibility criteria not met
- Doesn't meet Aged Caregiver Resv Capacity or priority criteria
- Screening ended per applicant request
- Referred for Committee Review





# TennCare Notice

**TennCare will provide notice to the individual when intake indicates:**

- Does not meet Priority Group; on referral list
  - Does not meet Reserve Capacity; on referral list
  - Does not meet Target Population (appeal rights)
  - Identified as PG or RC but no slot available (on referral list)
  - Denial of Reserve Capacity Slot after IAR
- 
- **All potential applicants will receive the Leave Behind Sheet**



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# TennCare Referral Outcome

# Referral Outcome

- Once the MCO or DIDD enters the intake outcome and attached required form(s), the record is sent back to TennCare.
- TennCare will use the information provided by the MCO/DIDD to make a referral decision and will document the decision in TPAES.
- When an item is referred for interagency committee review, results of the committee review are made available in TPAES for the MCO/DIDD.
- Potential applicants should understand that if committee review results in a decision that criteria are not met, the person must decide if they want to be placed on the referral List. If not, person must sign form indicating decision which should be included with the committee request and documentation.

# Referral Outcome (cont.)

- TennCare Documented Referral Outcome:
  - ECF CHOICES Enrollment process initiated by MCO/DIDD
  - Applicant placed on referral list
  - Applicant not placed on Referral List
  - Committee Review (attachment)
- TennCare Documented Interagency Committee Outcome:
  - *Committee review date* (date of the committee review request)
  - *Committee review outcome*: (Outcome entered within 2 business days from outcome decision)
    1. *Reserve Capacity criteria met (TPAES notification to MCO or DIDD to alert them that enrollment process should begin)*
    2. *Reserve Capacity criteria not met*
      - » *Place on Referral List*
      - » *Do not place on Referral List (attachment required)*

# Referral Outcome (cont.)

**Intake Outcome Category:** Initiate ECF Choices Enrollment Process

**Intake Visit Date:** 05/17/2017

**Intake Outcome entered Date:** 05/17/2017

**MCO/DIDD Referral Sent Date:**

**Committee Outcome:** (None)

**Committee review Date:**

**On Original DIDD Waiting List:** Unknown

**Original Wait List Record:** (None)

**Referral Outcome:** Applicant not placed on Referral List

**Priority Group:** (None)

**Committee Review Outcome Category:** (None)

**Continue to Hold Slot:** (None)

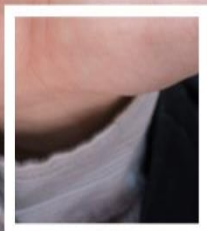
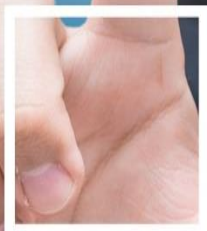
# Let's pause and reflect....

- A referral comes into TennCare
- TennCare refers to you for **Intake** (either 5 business day or 30 day) as indicated on the referral.
- You will go out and see the potential member and complete the intake visit, using the “Intake Outcome Form”
- You upload the appropriate documents to TPAES and indicate the “Intake Outcome”
- Complete the “Leave Behind Sheet” for the potential member
- Check the Initiate ECF Enrollment Queue in TPAES

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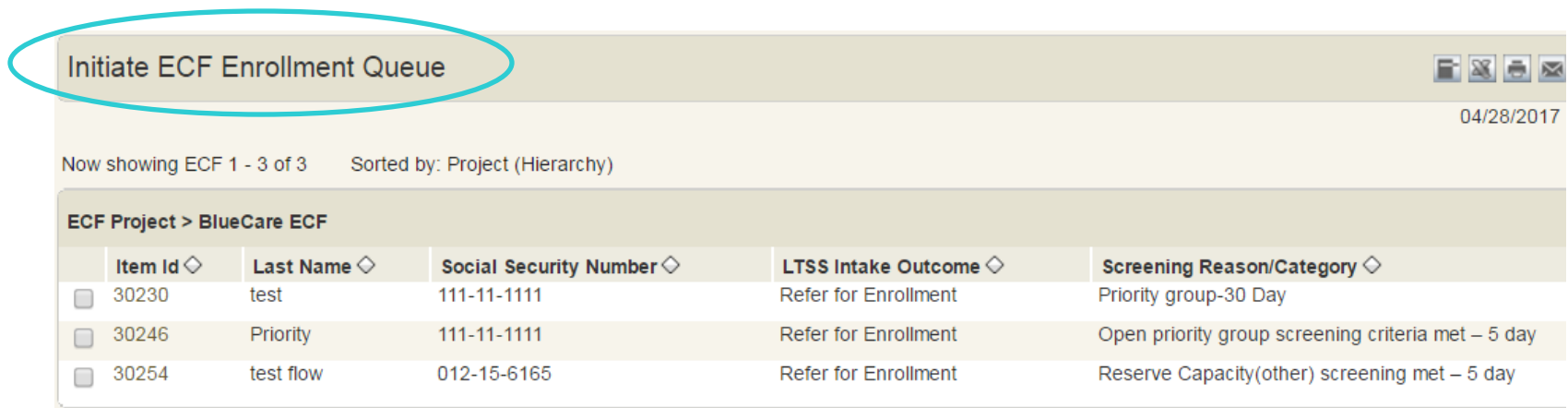
LTSS



Enrollment

# Initiate ECF Enrollment Queue

- If the Referral comes to the “*Initiate ECF Enrollment Queue*” then you may proceed with the enrollment visit.



Initiate ECF Enrollment Queue

04/28/2017

Now showing ECF 1 - 3 of 3    Sorted by: Project (Hierarchy)

ECF Project > BlueCare ECF

	Item Id ◇	Last Name ◇	Social Security Number ◇	LTSS Intake Outcome ◇	Screening Reason/Category ◇
<input type="checkbox"/>	30230	test	111-11-1111	Refer for Enrollment	Priority group-30 Day
<input type="checkbox"/>	30246	Priority	111-11-1111	Refer for Enrollment	Open priority group screening criteria met – 5 day
<input type="checkbox"/>	30254	test flow	012-15-6165	Refer for Enrollment	Reserve Capacity(other) screening met – 5 day

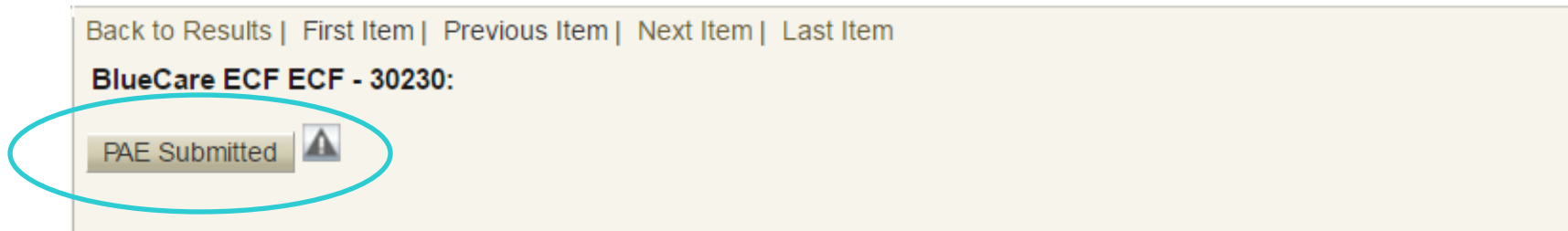


# Enrollment Visit

- Once the Referral comes into your queue:
  - You have 5 business days to complete the enrollment visit.
  - The PAE and all required supporting medical documentation must be submitted within 20 business days of the face to face visit.

# PAE Submitted Button

- After the enrollment visit you may submit the PAE.
- You will indicate the PAE has been submitted by clicking the **PAE Submitted** Button on the Referral.



# PAE Submitted Button (cont.)

- Once you click the **PAE Submitted** button the following screen appears:

PAE Submitted BlueCare ECF ECF - 30230:

OK Cancel

Standard Fields

EFC PAE Control Number:  REC

- Note:** You must remove the default value of ~\*~

# Finishing the Process

- Next enter the PAE control number and click **OK**. This will route the Referral back to LTSS.

PAE Submitted BlueCare ECF ECF - 30230:

OK Cancel

Standard Fields

EFC PAE Control Number:  ABC

# Completion!

- The Referral is now complete and will drop out of your queue.



# Who to Contact?

## PAE Questions?

 LTSS Help Desk: 1-877-224-0219

 [LTC.Operations@tn.gov](mailto:LTC.Operations@tn.gov)

## LTSS website:

<https://tn.gov/tenncare/section/long-term-services-supports>

Click on Partners-Program Updates, you can access training information and much more here.



# Thank you

for your taking the Employment and  
Community First CHOICES TPAES  
Online Training!



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